

**Case Service Memo: 2001-02**

Subject: **Purchase of telecounseling or teletherapy services**  
To: All Staff  
From: Michael McDonald  
Issue Date: May 23, 2001  
Effective Date: Existing

**Purpose:**

The purpose of this Case Service Memo is to clarify Utah State Office of Rehabilitation (USOR) policy regarding the purchase of telecounseling or teletherapy services. Telecounseling and teletherapy are defined as the broad range of counseling or therapy services, either diagnostic or treatment oriented, which are provided by telephone, computer, the internet, or other electronic method of delivery.

**Purchase of telecounseling or teletherapy services:**

The purchase of telecounseling or teletherapy services is not approved.

USOR policy allows for the purchase of traditional in-person counseling or therapy services, either diagnostic or treatment oriented, from qualified professionals who are licensed in accordance with Utah state licensure laws and are knowledgeable of the specific disability related issue(s) for which their services are required. These services must be delivered in-person by the professional paid to provide the service and face-to-face in an individual or group setting. These services may not be provided by any individual other than the professional paid to provide the service. They also may not be delivered by any other manner of delivery other than face-to-face in an individual or group setting. Their delivery by other means including, but not limited to, by telephone, computer, the internet, or other electronic method of delivery is not approved.

**Please keep this Case Service Memo in your Case Service Manual until the content of the memo is incorporated into the Manual.**